

**Shelby County Fire Department  
Headquarters  
1075 Mullins Station Rd. Bldg. "C", 2nd floor  
Memphis, TN 38134**



**\*\*\*\*\* NEWS RELEASE \*\*\*\*\***

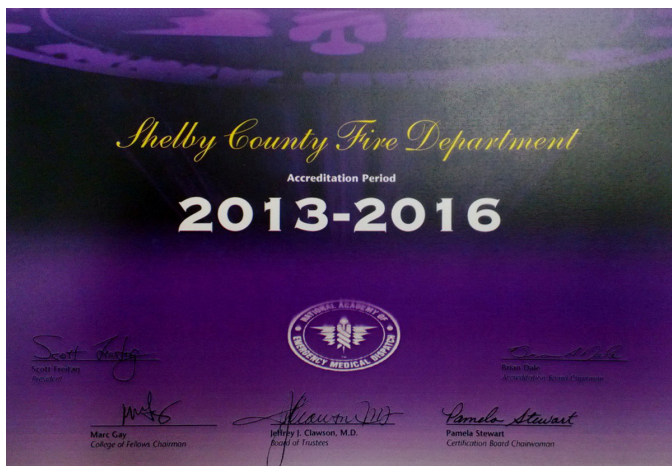
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On Wednesday, April 17<sup>th</sup>, 2013 representatives of the communications division, quality assurance and the command staff of the Shelby County Fire Department received the International Association of Emergency Dispatch (IAED) Accredited Center of Excellence award at their annual conference in Salt Lake City Utah. This accreditation recognizes the Shelby County Fire Department in ensuring that the citizens of Shelby County receive the best and most efficient pre-arrival emergency medical instructions by emergency dispatchers. This new program and procedure has already saved lives since its implementation.

This accreditation is usually completed in 3-4 years wherein no less than twenty very high standards of the IAED must be achieved and graded; however the Shelby County Fire Department completed this process in less than 2 years. This was an extraordinary effort to complete this in this amount of time, thanks to the management of the fire department, the Quality Assurance Coordinator and the communications professionals that work in the Shelby County Fire Department dispatch office. *"What this means for the person calling 9-1-1 is that they are speaking to an individual who has received the very highest training available in the world and that they have proven themselves to perform higher than the established standards in most dispatch centers in the nation"* said Roberta Ivory, SCFD Communications Commander. *"We are so very proud of our staff. – this saves lives."*

This Award of Excellence is only the 172nd that has been approved in the world and is a very prestigious accomplishment by the Shelby County Fire Department. This new standard of excellence will be maintained for years to come to ensure that when citizens of Shelby County call 911 for a medical emergency that they receive prompt and professional medical instructions prior to the arrival of the fire and ambulance personnel that have been dispatched to a call.

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April 17, 2013 Salt Lake City, UT - At the International Association of Emergency Dispatch conference, command staff members of the Shelby County Fire Department receive the "Center of Excellence Award" for 2013 through 2016. Pictured left to right are: Scott Freitag, President IAED, Corey Howard - SCFD CAD Supervisor, Brenda Harper - SCFD Quality Assurance, Glen Kneeland, SCFD Administrative Battalion Chief, Roberta Ivory - SCFD Communications. Commander., Clarence L. Cash, Jr., SCFD Fire Chief, Carlynn Page - Associate Director IAED, Brian Dale - Accreditation. Board Chairman, IAED